



BOARD OF SELECTMEN
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BOARD MEETING MINUTES
October 2, 2019
7:00 P.M.

Selectmen Present: Daniel Baker, Charles Kenison

Selectmen Absent: Robyn Bates

Mr. Baker called the meeting to order at 7 p.m.

PRIMARY:

APPROVE MINUTES
- September 26, 2019

Mr. Kenison made a motion to approve the minutes. Mr. Baker seconded. Mr. Baker – Yes, Mr. Kenison - Yes. Approved – 2-0

APPROVE MANIFESTS

Mr. Kenison made a motion to approve the manifests. Mr. Baker seconded. Mr. Baker – Yes, Mr. Kenison - Yes. Approved – 2-0

REVIEW SIGNATURE FOLDER – The Selectmen reviewed and signed.

7:15 MEET WITH GENE CUOMO

Gene Cuomo met with the Selectmen to discuss Richmond Road. Mr. Cuomo noted the problem at the end near Rte. 119 W. The road was narrow and the pavement was eroding. Mr. Cuomo stated the solution was to fill and build a shoulder but he was unable to determine where the right-of-way was located as there wasn't a stone wall. It was noted that the property owner was David Spicer. Ms. Favreau asked if it was on land that was subdivided. Ms. Favreau and Mr. Cuomo searched the map and lot folder but didn't find the subdivision map. Mr. Baker suggested advising Mr. Spicer what needed to be done. Mr. Cuomo would measure the distance of the road and estimate how far he needed to go onto the property. Mr. Baker asked if it was clean fill. Mr. Cuomo stated it would be what he has on-site and he would put rocks at the bottom. Mr. Cuomo stated the fill wasn't contaminated. Everyone agreed that if the right-of-way couldn't be determined, Mr. Spicer would be contacted. Mr. Cuomo stated it would be a rough estimate and he would explain the situation to Mr. Spicer.

7:30 MEET WITH BILL PRIGGE & JOHN HOLMAN
- Non-Public Session RSA 91-A:3 II(a) – Personnel
- Discuss scheduling DiLuzio Ambulance

At 7:29 p.m. Mr. Kenison made a motion to go into non-public session under RSA 91-A:3 II(a). Mr. Baker seconded and the motion passed 2-0. Roll Call vote: Mr. Baker – Yes, Mr. Kenison - Yes.

At 7:45 p.m. Mr. Kenison made a motion to leave non-public session and seal the minutes as disclosure would adversely affect the reputation of the person other than a member of the board. Mr. Baker seconded and the motion passed 2-0. Roll Call vote: Mr. Baker – Yes, Mr. Kenison - Yes.

Mr. Holman stated that one truck was out of service and he offered to let the Town use his truck if it was needed. Mr. Holman shared that it has been done before and the Town insures it. Mr. Baker asked if they could bring it up at the FireWards meeting. Mr. Holman wanted to inform the Selectmen. Mr. Prigge stated he has a lease that could be written up. Mr. Holman mentioned that he had leased it to Dummerston for 4 months. Mr. Baker asked the FireWards to discuss at Tuesday's meeting and to follow-up with the Selectmen.

The Selectmen thanked Mr. Prigge and Mr. Holman for coming in.

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Ms. Favreau shared that the FireWards were trying to schedule a meeting with Mr. DiLuzio. She informed Mr. Holman and Mr. Prigge that Mr. DiLuzio wasn't able to attend the FireWard's meeting next Tuesday. Mr. Baker noted that Mr. DiLuzio, in his email, stated that he has concerns to discuss with the Selectmen sooner rather than later. Ms. Favreau mentioned the Selectmen meet next Thursday during the day. Mr. Holman mentioned that he wasn't available. Mr. Prigge thought that it was workable for him. Ms. Favreau would contact Mr. DiLuzio to determine his availability. Mr. Prigge would inform Mr. Mattson Jr.

8:00 MEET WITH GARY LOHMAN

Mr. & Mrs. Lohman met with the Selectmen to discuss the issue they encountered in the Town Clerk's office. Mr. Lohman handed out his written account to the Selectmen. A copy of Mr. Lohman's written account is attached and it will become a part of the official minutes. Mr. Lohman read his written statement of what had transpired. Mr. Lohman stated that it was either technology, training or a personnel issue.

Mr. Baker asked if the clerk stated they could transfer it. Mr. Lohman stated he purchased a new vehicle and wanted to transfer the registration. Mr. Baker asked if Mr. Lohman needed the registration. Ms. Favreau stated it was a State regulation. Mr. Lohman asked how old the RSA was. The question was asked why Heidi Wood didn't print the registration. Mr. Lohman shared that the person he talked with at DMV stated that the Town could have printed the registration. Mr. Baker stated that he wasn't trained on registration protocol but it was also how you treat the Town's customers. Mrs. Lohman stated it was difficult to train people and Mrs. Lohman wasn't sure the environment was created or strived for in order to train. Mr. Baker responded with what the Selectmen could do. The Selectmen could go over the case with Ms. Wood and get to a satisfactory result. It was noted that the Town Clerk was an elected position and not under the auspices of the Selectmen. It doesn't mean that the Selectmen can't discuss a complaint. Mr. Lohman stated that he was told by DMV that the Town has a municipal agent. Mr. Baker asked who the person would be. The municipal agent could state what the Town Clerk could and couldn't do. Mr. Baker stated he was going to have Ms. Wood meet with the Selectmen to determine what she could and couldn't do. Mr. Kenison stated the Selectmen don't have direct oversight but they could make suggestions. Mr. Lohman wanted to get his \$189.20 back from the Town. Mr. Baker stated the Selectmen would check into what they have authority to do. Mr. Baker asked that the Selectmen be given a couple of weeks to look into. Mr. & Mrs. Lohman were agreeable.

Mr. Baker shared that they did look into having multiple terminals but it was expensive and only one person could be logged in at a time. Ms. Favreau shared that even though Ms. Wood was in there, she couldn't assist.

The Selectmen thanked Mr. & Mrs. Lohman for meeting with them.

Mr. Baker asked Ms. Favreau to give a copy of Mr. Lohman's written account to Ms. Wood to review and then meet with the Selectmen to discuss on Thursday. Mr. Baker asked Ms. Favreau to find out who our municipal agent was.

***** REVIEW E-MAILS**

The Selectmen and Ms. Favreau reviewed and discussed.

***** DISCUSS SCHEDULING SITE VISIT - 678 Templeton Turnpike**

Ms. Favreau shared that Susan Berg had contacted the Selectmen's office and asked that someone do a site visit now that the violations have been cleaned up. The Selectmen agreed that they would do a site visit.

***** REVIEW LEGAL BILL**

The Selectmen reviewed the invoice and discussed. Further discussion would be held at next week's meeting.

Mr. Kenison made a motion to approve. Mr. Baker seconded. Mr. Baker – Yes, Mr. Kenison - Yes. Approved - 2-0

***** REVIEW BUDGET SCHEDULE**

Mr. Baker would continue as the Selectmen's representative on the Budget Committee. Ms. Favreau wanted the Selectmen to have the schedule.

***** APPOINT CIP REPRESENTATIVE**

Mr. Kenison made a motion to appoint Robyn Bates as the Selectmen's representative on CIP. Mr. Baker seconded. Mr. Baker – Yes, Mr. Kenison - Yes. Approved – 2-0

Ms. Favreau would check with David Holmes to see if he wanted to continue serving on CIP.

BOARD MEETING MINUTES

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ON-GOING BUSINESS:

- **STEEPLE PROJECT – SCHEDULE – REVIEW SCHEDULE** – Mr. Baker noted that set up would begin early around 8 a.m. and as soon as everything was in place, the steeple would be removed.

Mr. Kenison made a motion to approve the invoice from Jay Southgate. Mr. Baker seconded. Mr. Baker – Yes, Mr. Kenison – Yes. Approved – 2-0

- **PRIME WETLANDS PROJECT**

***** START BUDGET DISCUSSIONS**

- **BOS Representative**
- **COLA**

Ms. Favreau shared that she was happy with the Town's change in insurance. Ms. Favreau noted that only \$1,000 of the deductible has been spent so far.

The Selectmen briefly discussed departmental budgets.

INFORMATION

Ms. Favreau shared with the Selectmen a rough estimate for taxes. Ms. Favreau noted that DRA was still waiting on the School District's information.

Meeting Schedule:

7:00 p.m. - Wednesday, October 2, 2019
9:00 a.m. - Thursday, October 10, 2019
7:00 p.m. - Wednesday, October 16, 2019
9:00 a.m. - Thursday, October 24, 2019
7:00 p.m. - Wednesday, October 30, 2019

Mr. Kenison made a motion to adjourn the meeting at 8:23 p.m. Mr. Baker seconded and the motion passed. 2-0

Submitted by:

Sheryl White
Secretary to the Board of Selectmen

Daniel Baker, Chairman

Charles Kenison
Board of Selectmen

Technology, training, personnel or all three?

Whether there is a problem with technology, training, personnel or all three, Fitzwilliam's Town Clerk office has a problem. We first experienced its inadequacy this past summer when we needed to have a vehicle title or registration changed from our personal names to the name of a living trust and it needed to be disabled plates. It took three quarters of an hour and when arriving home, my wife realized that there was an error. We needed the error corrected, Heidi Wood told us that it could not be done at her office and sent me to DMV to accomplish our needs.

While working with DMV in Concord, the person assisting me asked why I did not have the work done at my town hall. I inquired further; she told me for sure, the town clerk should be able to make the required changes. **Technology, training, personnel or all three?**

Last week, after purchasing a new vehicle, my wife Lisa asked Heidi to transfer the registration. (We had temporarily misplaced the old vehicle registration). Heidi informed her, that without the old vehicle's paper registration, there was nothing that she could do. **Technology, training, personnel or all three?** Lisa asked her to look on the computer for the registration and Heidi insisted that she was unable to do that and that without the paper registration; she could not transfer the registration. **Technology, training, personnel or all three?** Lisa asked if there was anything that you can do to help me, Heidi said no. Lisa decided to purchase a new registration. The new registration cost \$495.00. None of the taxes and fees that were paid one month earlier were transferred, costing us \$189.20!

The following day, I went to see if I could rectify the situation with Heidi, she was gone for training and not returning until Monday morning. Monday morning I arrived at 9:20, Heidi was not yet in. But, interestingly enough, while I was waiting, the person before me was registering a vehicle of which he had no plates or registration for. Son of a gun, the lady in the office said to him, "Not a problem, I can get it for you here and print it out". Yes, for an 18 dollar fee, she could print out the original registration for the resident!!!! Following the first person, I entered and complimented the lady for her kindness in helping the man with his situation. I asked for an avenue to rectify our \$189.20 loss. We decided it was best for me to leave my number and for Heidi to call me when she arrived. She never returned my call.

At 11:20 ish, I returned to the Town Clerk's office. I am the fourth in line. A lady is leaning against the door frame rolling her eyes from time to time. She and an older couple, originally from Connecticut, had apparently been there for a while and their patience was already thin. Much can be related about the next hour of waiting. But, for brevity, I will simply say that Heidi never did anything to expedite the situation and assist her fellow worker in the office. I encourage you to get the information of who registered any vehicle that morning and ask them to relate their perspectives of what was happening. It was certainly a memorable hour- plus for me.

Following the Connecticut couple, that was being told by Heidi that the names on the title need to match the registration, even though the title was drastically incorrect and included names of people that they did not even know!! Apparently, it was an "unfortunate mistake" that was made in the Fitzwilliam

office a year ago which the man now wanted to correct. The poor man kept saying, "you gotta be kidding me, I don't even know this person!" **Technology, training, personnel or all three?**

When my turn arrived, I asked Heidi if she could refund the \$189.20 dollars that we lost and why she did not provide a copy of registration for my wife when she was looking to transfer the title. She said she wasn't able to do either. Knowing what I had seen earlier in the morning, I disputed, yes you could have. It went back and forth before I submitted, that at the very least, "you had a responsibility to direct my wife to Concord where she could have it printed for a mere \$15 dollars versus the \$189 dollar loss that we now have.

After parting, I reached out to DMV in Concord to share the situation. Again, they asked why didn't the town clerk provide my wife with a registration print out. **Technology, training, personnel or all three?**

Selectmen of Fitzwilliam, I have lost time and money because of your Town Clerk. If this office is lacking the technology to accomplish the things that the New Hampshire DMV assumes it is capable of, then provide the necessary upgrades. If the personnel are in need of training to accomplish their tasks, please get them the proper training. If the person in charge of the office is not appropriate for the position, for the residents of Fitzwilliam, relieve her of the position. You have a municipal agent available to you at the NH-DMV as a resource for you to verify the functions that I have asserted that the Fitzwilliam office of Town Clerk should be capable of performing for its residents.

Fitzwilliam's Town Clerk, Heidi Wood, cost my household \$189.20. My request is that you reimburse us for our loss.

Respectfully,

Garry Lohman